

COMPLETION AND SUBMISSION OF DD FORM 1840R

“The Pink Form”. The most important thing you must do is submit DD Form 1840/1840R to the Claims Office within 70 days of the day your household goods were delivered.

At the time of delivery, the carrier will give the soldier or designated agent five copies of a two sided pink form -- DD Form 1840/1840R.

Identify all damages and/or losses noticed at delivery on the front side of the DD Form 1840 by inventory number, name of item, and type of damage or loss. Do not let the delivery driver off the hook. If you notice loss or damage at delivery make the drive put it on the form at that time. Proper identification is critical. Verify this information by using the inventory. The damage must also be described in detail. For example, damage to the top of a dining table might be described as follows: “right side of table top scratched and gouged,” or “left edge of top scratched, piece chipped off leg.” The carrier and soldier must sign all 5 copies of the completed DD Form 1840; the carrier will leave three of the five copies of the completed form with the soldier.

Damages Noticed as you Unpack. As soon as possible, examine every item in the shipment and record any additional damage or loss (which was not noted or listed at delivery) on the reverse side of the form (DD Form 1840R) by inventory number, name of item, and the type/extent of damage or loss.

The “70 Day Rule”! Deliver those three copies of the completed form to the Claims Office within 70 days of the date the household goods were delivered. Ex: If your furniture was delivered on 1 September, you must bring the complete form to us by 10 November. Every day counts, including holidays and weekends. Try to do this as early as seventy days after delivery to allow adequate mailing time. The Claims Officer will retain two copies and the third copy will be returned to the soldier stamped with the date received, for use when the claim is submitted.

You Could lose Money. When a carrier loses or damages your property, we are required to pursue a collection action against the carrier. We seek to ensure that the carrier, not taxpayers, pays for your loss. If we cannot collect money from the carrier because you did not complete the DD1840R, or file it in the time required, the amount which could have been recovered from the carrier will be deducted from the amount payable on your claim. In some instances, this may result in complete denial of a claim. Discuss any anticipated delays in unpacking with Claims Office personnel to ensure you meet the 70-day requirement.

To avoid such deductions and financial loss, notify the Claims Office immediately of all damages and/or losses incurred.

The carrier has the right to inspect the damages claimed on the DD1840/1840R. This inspection must be performed within 75 days from the date of delivery or within 45 days from the

date of dispatch of written notice, whichever is later. Therefore, do not dispose of broken items, or the boxes they were packed in, without our permission.

If you have private insurance coverage for damage to or loss of household goods during shipment, you must notify your insurance carrier within the required time limits set forth in your policy. Failure to do so may also result in deduction of any potential recovery by the Government.

Welcome to Fort Sam Houston. If you have any questions regarding the submission of your claim, please do not hesitate to call the Claims Office, Office of the Staff Judge Advocate, U.S. Army Garrison. The Claims Office is located in Building 153. The telephone numbers are 221-2161/1973. Effective November 16, 1998, normal hours of operation will be from 0730 to 1430 hours on Mondays, Tuesdays, Thursdays and Fridays. The office is closed on Wednesdays.